



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.  
Serial No. : 10/723,742  
Filed : November 26, 2003  
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER  
USER INTERFACE

Art Unit : 2171  
Examiner : Unknown

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL

The following correspondence relating to this application is enclosed for filing:


1. Information Disclosure Statement;
2. Form PTO-1449; and
3. Two Return Postcards.

Please date stamp and return the enclosed postcards.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: March 18, 2004


  
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Heidi Bathrick  
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INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

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Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-148001	Application No. 10/723,742
<b>Information Disclosure Statement by Applicant</b> (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Kumar et al.	
		Filing Date November 26, 2003	Group Art Unit 2171

### U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	6,330,243	12/11/2001	Strandberg			
	AB	6,370,563	04/09/02	Murakami et al.			
	AC	10/366,644	N/A	Lueckhoff			02/13/03
	AD	10/366,674	N/A	Lueckhoff			02/13/03
	AE	10/738,620	N/A	Lueckhoff et al.			12/16/03

### Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AF							

### Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
	AG	

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	